



# SUPERIOR COURT OF CALIFORNIA COUNTY OF MONTEREY

Invites you to apply for

## Senior Information Technology Support Technician

**\$3,344 – 4,347 Monthly**  
**Plus generous benefits**  
**(06/43M03/02JJ)**

**Final Filing Date: Friday, February 17, 2006 by 5:00 p.m. (postmarks not accepted)**

The Superior Court of California, County of Monterey hears criminal, civil, family law, juvenile, child support enforcement, traffic and mental health cases. The Court has divisions in Salinas, Monterey, Marina and King City.

### THE POSITION

Under minimal supervision, provides technical support services for microcomputer and communication equipment and their associated peripherals; trains subordinate staff; and do other work as required. This position will be assigned to the Court's Information Technology Division in Salinas and will be required to work as needed in the Court's other locations.

### EXAMPLES OF DUTIES

- Responsible for the training, maintenance, deployment, installation, and upgrade of computer workstations, laptops, printers, peripherals as well as associated operating systems and application software at the desktop level. Included is the training, troubleshooting and repair of hardware and software failures over the telephone and onsite at the end user location;
- Manage help desk trouble tickets, establish priority and handle tickets according to established procedures;
- Perform network connections for desktops, printers and network equipment;
- Implement problem-solving methodologies to determine and resolve the root cause of many hardware or software malfunctions at the desktop level;
- Maintain equipment and supplies inventory, review purchase orders for computer related equipment, locate vendors, establish price, check specifications, recommend changes as necessary to conform with court standards or to efficiently accomplish user's requirements;
- Keep records of work activity - Create, update and maintain field process documents, status reports and issue logs, as required;
- Create, test and document field training instructions and requirements for hardware/operating system usage or other service support activities and deployment projects

### MINIMUM QUALIFICATIONS

Any combination of experience, education and/or training which substantially demonstrates the following:

**License:** Possess and maintain a valid current California Class C driver license or transportation approved by the appointing authority.

**Experience:** Two years experience performing the duties of an information systems support technician.

Any combination of experience, education, and/or training which substantially provides the following knowledge, skills and abilities:

#### **Working knowledge of:**

- Windows XP/2000/2003 administration
- Microsoft Office applications
- McAfee Anti-Virus software
- TCP/IP
- Networking Concepts (DNS, DHCP)
- Desktop Manager Concepts
- Operation and maintenance of information systems equipment similar to that presently used by the Superior Court of California, County of Monterey
- Tools and test equipment used in the installation and repair of information systems

**Skill and ability to:**

- Interpret complex technical manuals and procedures
- Coordinate the work of others, including contractors and vendors
- Operate and maintain information systems equipment similar to that presently required by the Superior Court of California, County of Monterey
- Use tools and equipment to troubleshoot, install and repair information systems equipment
- Write clearly and concisely and write technical reports and documentation
- Dexterity to climb or crawl to install cable in areas of close tolerance; clean delicate computer equipment
- Follow oral and written instructions
- Work under pressure of deadlines
- Establish and maintain effective interpersonal relationships and work as a member of a team
- Provide excellent customer service
- Safely use hazardous chemicals and solvents

The successful candidate will be a strong team player, work closely with clients and possess excellent customer service skills.

**DESIRABLE QUALIFICATIONS**

**Certifications:** Certification in Microsoft (MCSA), Microsoft Certified Professional (MCP), A+, Network+

**Education:** Bachelor's degree in computer science, business administration, or related field is highly desirable

**PHYSICAL AND SENSORY REQUIREMENTS**

The physical and sensory abilities required to perform the duties of this classification include:

- Ability to safely lift up to fifty (50) pounds without assistance; safely use hazardous chemicals and solvents; climb or crawl to install cable in small areas; clean delicate computer equipment.
- Exposure to hazardous chemicals and solvents.

**BACKGROUND INVESTIGATION**

Applicants must have a reputation for honesty and trustworthiness. Convictions, depending on the type, number and date, may be disqualifying. Work History: False statements or omission of facts regarding background or employment history may result in disqualification or dismissal.

**CONDITIONS OF EMPLOYMENT**

- Successfully pass a background investigation
- Be available to respond to off-hours situations, work occasional weekends, holidays, and during times of emergencies and disasters.

**REQUIRED MATERIALS**

Required materials are a cover letter and resume. Please also provide copies of certifications if available. For information, visit the court's website at: [www.monterey.courts.ca.gov](http://www.monterey.courts.ca.gov) OR call (831) 775-5400 ext. 3007. Please submit required materials to:

Superior Court of California, County of Monterey  
Attn: Human Resources Office  
240 Church St., Room 318  
Salinas, CA 93901

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**APPLICATION AND SELECTION PROCESS**

- Materials will be competitively evaluated.
- Applicants who best meet the qualifications of the position will be invited to a written examination.
- Applicants successful in the written examination will be invited to an oral examination.
- Applicants successful in the oral examination may be invited to a final selection interview.
- The process is tentative; should a change be made applicants will be notified.

### **SUMMARY OF BENEFITS (J unit)**

**Retirement:** Public Employees' Retirement System (P.E.R.S.) 2% @ 55 (100% paid by the Court)

**Holidays:** 13 days per year

**Vacation:** Accrues at the rate of 3.7 hours per pay period. The accrual rate increases after 3, 10, 15, 20 and 25 years of service.

**Sick Leave:** Provides salary continuation for absence due to illness and is earned at 3.08 hours per pay period.

**Educational Leave:** One eight (8) hour day per calendar year.

**Medical, Dental & Vision Care:** Flexible Spending Account: available benefits – medical/dental/vision, prescription drugs and dependent coverage.

**Life Insurance:** \$10,000 life insurance policy.

**Educational Assistance:** Up to \$750.00 per year.

**Deferred Compensation:** A deferred compensation program is available.

The above information is a general summary of benefits for this position. This information is not legally binding, nor does it serve as a contract. The benefits listed in the Court Personnel Policies and Practices or MOU prevail over this listing.

### ***SPECIAL NOTES***

- If you are hired into this classification in a permanent position, as a condition of your employment, you will have 30 days to join the union and authorize a union dues deduction or salary deduction of appropriate fees.
- If you believe you possess a disability that would require accommodation in the selection process, please call (831) 775-5400, ext. 3007.
- The Immigration and Reform Act of 1986 requires that persons hired must present documents verifying identity and authorization for employment in the United States.

**The Superior Court of California, County of Monterey is an Equal Opportunity Employer**